

the MIRROR

A Newsletter for the DoD Dental Community

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Newsletter Release

Recent changes in the status of the Defense Dental Standard System (DDSS) have created a growing demand for up-to-date information. This newsletter was created to meet that demand. It will keep you informed about all facets of the DDSS program, including its development, testing at seven initial operating sites, and planning for worldwide deployment. We hope to publish this document at least quarterly. Our goal is to provide the information you want and need to help you understand and make decisions about DDSS. This first edition provides the background about the DDSS and its origins, as well as overviews of DDSS functionality and its development schedule. Future issues will keep you informed as DDSS is developed, tested, and prepared for deployment. We want this newsletter to serve your needs. Please feel free to address questions, comments, or suggestions to the DDSS Program Management Office, 5109 Leesburg Pike, Suite 817, Falls Church VA 22041, (703) 681-3921, or email us at cdyer@ha.osd.mil.

—Editors

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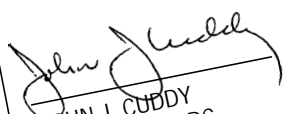
A Message from the Dental Corps Chiefs

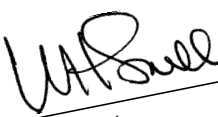


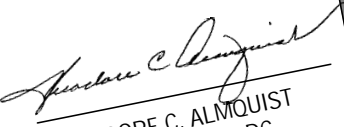
The Defense Dental Standard System (DDSS) was founded on the concept that improved business practices enhance the viability of the military dental care delivery system. The DDSS is the key and essential technology to enable implementation of our strategic vision for military dentistry.

Because the future military environment will magnify the mission value of each service member, mission-directed health service support must focus on achieving and maintaining the health of that individual. The DDSS improves mission effectiveness enabling more efficient delivery of quality, health-oriented services.

The DDSS will permit military dentistry to exploit significant new opportunities to meet future mission requirements and improve the economic competitiveness of the military dental health care delivery system.


JOHN J. CUDDY
Major General, DC
Chief, Army Dental Corps


W.H. SNELL
Rear Admiral, Dental Corps
United States Navy
Chief, Navy Dental Corps


THEODORE C. ALMQUIST
Brig General, USAF, DC
Assistant Surgeon General
for Dental Services
Office of the Surgeon General

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Colonel Charles Dyer,
USAF, DC
DDSS Program Manager
(703) 681-3921
cdyer@ha.osd.mil

The DDSS Program Management Office is a Tri-Service effort that is organized under the OASD/HA enterprise. The Executive Agent for DDSS, the U.S. Navy, has provided the necessary resources and commitment to ensure the success of the DDSS project. Our staff of Dental Officers and NCOs is relatively small, but all three Services are well represented. As military dental personnel, we share with you many of the same frustrations of our current business practices. The administrative burden placed on many of our organizations is increasingly greater every year. It is our commitment to you that through the successful implementation of DDSS, many of these tasks will automatically become incidental to patient care.

At the direction of the Dental Proponent Committee (composed of the Chief of Army Dental Corps, the Chief of the Navy Dental Corps, and the Assistant Surgeon General for Dental Services, United States Air Force) we are charged with the tasks of acquisition, design, development, testing, deployment, operations, and maintenance of DDSS. In the Program Management Office it is our responsibility to provide executive oversight to the life-cycle management of DDSS, prepare and defend Program Objective Memorandum (POM) and Budget submissions, monitor program expenditures, and prepare life-cycle documentation. Life-cycle documentation verifies our adherence to standards for system design, development, data, and architecture. As with any other new program, we are guided and controlled by many of the restrictions that apply to all DoD acquisitions.

The Business Process Improvements (BPIs) identified by our Corps Chiefs must be implemented in order to make their Strategic Vision a reality. We will assist them with the implementation of selected Dental BPIs by delivering a fully functional and operational automated information system. The DDSS Program Management Office, with its partner, American Management Systems, has developed a strategic plan for development and implementation of this clinical system. We are currently on schedule for initial operating site deployment in early 1997.

**Colonel Charles Dyer, USAF, DC
DDSS Program Manager**

Introducing the DDSS Team and New Logo



The DDSS Program Management Office staff:

Colonel Charles L. Dyer (Air Force), Program Manager
Commander Thomas A. Lafferty (Navy), Deputy Program Manager
LTC Richard D. Guerin (Army), Health Care Planner
MSgt Duane R. Pouliot (Air Force), Management Specialist
SSG Mark A. Toth (Army), Management Specialist

The DDSS Development and Integration Contractor American Management Systems, Inc.

AMS has formed a partnership with the PMO, working hand-in-hand to help achieve the Strategic Vision through DDSS.

Oversight and assistance to the DDSS/PMO is provided by several key organizations:

- The Navy Executive Agent located at the Naval Medical Information Management Center (NMIMC), Bethesda, MD
- The Dental Corps Chiefs
- Defense Medical Information Management

What is DDSS?

The *Defense Dental Standard System* (DDSS) is the automated system that will help to implement dental Business Process Improvements (BPIs). It will provide comprehensive and standardized dental information. DDSS will use leading edge technology to support the clinical functions that make up the dental activities of the Military Health Services System (MHSS). Some of the BPIs identified by the Medical Functional Steering Committee include:

- one-time data entry at the point of service
- standardized data elements common to all clinical systems in MHSS
- shared health information throughout MHSS with Computer-based Patient Record
- direct capture of digital images
- real time capture of dental needs by population, organizational group, or occupational category
- workload capture as a background task in documentation of care transparent to provider.

How DDSS Came To Be

DDSS is a TRICARE initiative that has been long in the making. It's part of a larger DoD effort known as the *Medical Functional Integration Management* (MFIM) organization that was tasked under the *Corporate Information Management* (CIM) initiative. CIM was established to reduce costs, eliminate work that was not cost-effective, and improve information management. Because the three Services had already been talking about how to improve dental care in the military, the CIM initiative was perfectly timed.

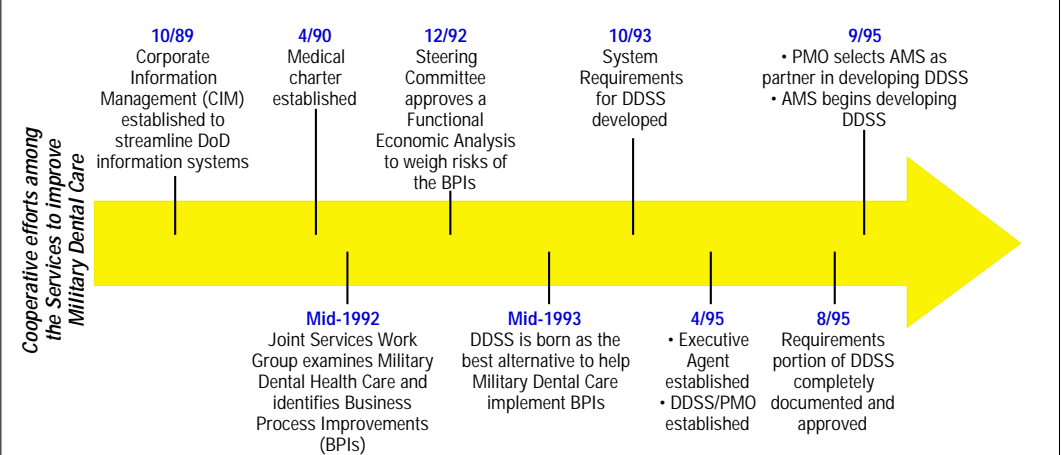
As part of the CIM effort, a Joint Services dental work group was designated to examine and improve the processes involved in Military Dental Health Care. This dental work group was to come up with ways to (1) enhance delivery of dental care to patients, (2) provide a consolidated health care record, and (3) improve dental health outcomes. The group captured Current Business Practices, documented the business issues and opportunities, and came up with changes they felt would help improve business in the future. With the assistance of a civilian business contractor the changes were evaluated and BPIs identified.

The Medical Functional Steering Committee approved a Functional Economic Analysis (FEA). This FEA weighed the risk and benefits of each BPI that the dental work group had identified. A number of alternatives soon began to emerge.

Finally, an alternative was chosen. This alternative involved implementing selected BPIs at the local level and providing Service-wide access to health records. This alternative provided the lowest risk with the highest return on investment.

Hence, the Defense Dental Standard System was conceptualized and born! **Exhibit 1** gives you an idea of the work that has been completed. A more detailed implementation schedule is shown later in this newsletter.

Exhibit 1: Timeline



It would take several pages, and hours of your time, to describe all the activities that went into developing the DDSS program. For the purposes of this newsletter, we've left out the levels of detail that went into the System and Software Development Processes.

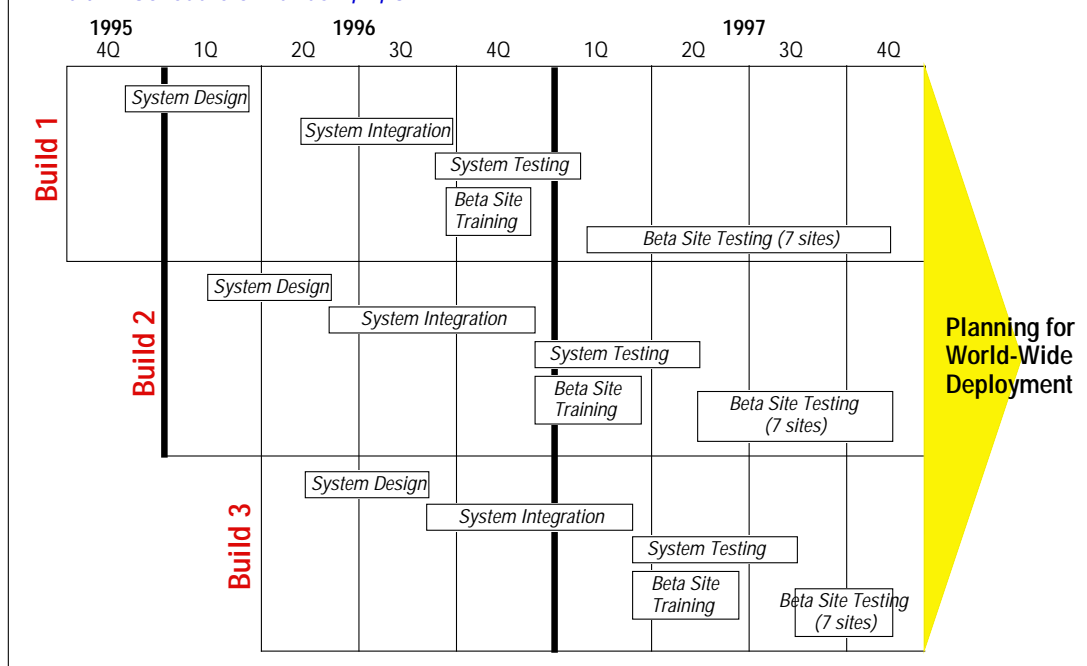
Where Are We Going?

All this is great, right?! **But what are you getting out of this?** You get the opportunity to completely revolutionize the way you do business. This new system can shape our future as members of the Dental Services Component of the Military Health Services System. Even before this newsletter was written, the work on the integrated software had begun, seven Initial Operating Sites have been selected, and funding has been approved to deploy this system to those seven sites.

The software developer, American Management Systems, Inc. (AMS), project that the first phase of implementation (Build 1) will be ready by February 1997, and all three Builds

(continued on page 4)

Exhibit 2: Schedule of Builds 1, 2, 3



In **Exhibit 2**, you can see the schedule we intend to follow. You'll see the important phases involved in each Build, and many of you will be asked to participate in the process!

DDSS's Functional Capabilities

Here are some examples of the functional capabilities that will be included in each build:

■ **Build 1**—Charting of Dental Care, using a graphical user interface (GUI) to gather and display data about

dental health at the point of care

- **Build 2**—Digitized Oral Radiography, to capture x-rays without film
- **Build 3**—Computer Assisted Dental Case Management, to help dentists select the most appropriate treatment.

Exhibit 3 contains some of the system capabilities according to their placement within the Builds. We should have a more detailed implementation timeline as the pace is picked up this spring.

will be fully operational and completed by the end of 1997. The funding is already in place to make sure that the hardware requirements for initial development are satisfied along the same timeline.

Site Information

The three Services jointly nominated the initial operating sites, based on predetermined criteria. Some of the criteria were things like size, location, mission requirements, and existing capabilities. Two sites from each Service and one Tri-Service (Pentagon) were chosen to be Initial Operating Sites.

Tri-Service: Pentagon Clinic, Washington, D.C.

Army: Fort Sam Houston, Texas and Fort Polk, Louisiana

Navy: Parris Island Marine Corps Recruit Depot in South Carolina, and the USS Eisenhower, home based out of Norfolk, Virginia

Air Force: Bolling AFB in Washington, D.C., and Kadena AB, Japan

Exhibit 3: Functional Capabilities of each Build.

Build 1 Prepare Legacy Function

- ☆ Patient Registration
- ☆ Dental Charting
- ☆ Determination of Treatment Needs
- ☆ Capture & Report Workload
- ☆ Capture & Report Readiness

Build 2 Prepare Basic Business Process Improvement Functions

- ☆ Dental Oral Radiography
- ☆ Teledentistry
- ☆ Facility Management
- ☆ Resource Planning
- ☆ Materiel Management
- ☆ Staff Management
- ☆ Clinical Decision Support

Build 3 Prepare Advanced Business Process Improvement Functions

- ☆ Dental Point of Service Resource Allocation
- ☆ Support Service Order Entry
- ☆ Telemedicine (Notification)
- ☆ Quality Improvement Support
- ☆ Forensics

AMS is working with the PMO to keep an aggressive schedule in implementing DDSS. We want this system to be developed quickly, and we want you to participate wherever possible. We have already completed the up-front management steps, like developing a Business System Concept and a Requirements Document. We've now started to actually develop the system.

